

Date: May 13, 2016

To: Thomas J. Bonfield, City Manager
Through: W. Bowman Ferguson, Deputy City Manager
From: James Soukup, Emergency Communications Director

Subject: City/County Radio System Service Agreement Renewal with Motorola Solutions Inc.

Executive Summary

The City of Durham is the licensee of the City/County 800 MHz Radio System used by all public safety and other departments in City and County governments.

The radio system is very complex and must be maintained 24 hours a day to ensure public safety communications at all times. The system represents an investment of over \$16 million. In order to maintain the radio system the City carries a service agreement on the system which provides for equipment exchange and repair at the vendor's repair depot and telephone support for troubleshooting and 24/7 remote monitoring. The agreement is expiring and staff recommends extending the agreement for 5 years to lock-in rates and ensure manufacturer support of entire radio network.

Recommendation

The Emergency Communications Department recommends that the City Council authorize the City Manager to execute the 5-year Service Agreement with Motorola Solutions Inc. from FY 2017 to FY 2021 at the total cost of \$2,007,875.

Background

The City purchased the 800 MHz radio system in 1994 at an initial cost of \$7.5 million. In FY 2006 the City contracted with Motorola Solutions Inc. for an upgrade and expansion of the radio system at a cost of \$7.9 million. This increased the number of radio towers from three to four, increased the number of radio channels from 20 to 21, and increased the number of radio dispatch computer stations from 10 to 29, including 10 new stations at a back-up 911 center. In addition, 24 hour monitoring of the system by the manufacturer's technical support center was added. In FY 2013 the city and county began a \$12 million three phase upgrade of the radio system. This upgrade increases the number of radio channels from 21 to 24, and increased the dispatch console stations to 42 including those at the Sheriff Department and NCCU Public Safety. This increased size, complexity and level of service has added to the cost of the contract.

In November 2009 the City executed an agreement with North Carolina Central University for NCCU to share the radio system and to annually reimburse the city a pro-rated share of the cost of maintaining the system and a contribution to the city's investment in the system. The NCCU reimbursement to the city in FY 2015 is \$42,778.

In March 2014 the City executed an agreement with City of Fayetteville to share the radio system and to annually reimburse the city a pro-rated share of the cost of maintaining the

system and a contribution to the city's investment in the system. The Fayetteville reimbursement to the city in FY 2017 is estimated to be \$183,000.

Issues/Analysis

The City must maintain the radio system to a level of reliability and readiness due to its vital role in public safety. Due to the proprietary nature of the radio system equipment, a sole source maintenance agreement is required. The increased size of the system, along with additional service including 24 hour live monitoring has increased the cost of the Service Agreement. The cost of the Service Agreement was anticipated and is included in the FY 2017 budget of the Communications Maintenance Division of the Emergency Communications Department.

Financial Impact

The City has entered into an inter-local agreement with Durham County for reimbursement by the County for the costs of maintaining the shared radio system. Currently, the County reimburses the City approximately 37% of the costs of maintaining the system.

FY Breakdown

FY17 = \$363,589

FY18 = \$384,296

FY19 = \$401,102

FY20 = \$418,675

FY21 = \$437,063

SDBE Summary

The Equal Opportunity/Equity Assurance Department reviewed the bid submitted by Motorola Solutions, Inc. of Siler City, NC and have determined that they are in compliance with the Ordinance to Promote Equal Opportunities in City Contracting.

SDBE REQUIREMENTS

There were no SDBEs to provide this Product.

WORKFORCE STATISTICS

The workforce statistics for Motorola Solutions, Inc. are as follows:

Total Workforce	6089	100.00%
Total Females	1477	24.26%
Total Males	4612	75.74%
Black Males	222	3.65%
White Males	3352	55.05%
Other Males	1038	17.05%
Black Females	108	1.77%
White Females	932	15.31%
Other Females	437	7.18%